

Retail Sales Worker Job Description

Duties and Responsibilities:

- Welcome each customer with greeting and a warm smile
- Assist customers in locating the products they desire to buy and help them pick the products on request
- Answer each customer's questions regarding the features and benefits of a product as intelligently as possible
- Advise customers on the benefits of a product by providing information on it
- Ensure that the store and the shelves are kept clean at all times
- Inform customers of products on promotion and any upcoming promotion
- Process customers' payment by calculating the total price of goods picked; accept cash, check or card, and issue receipts
- Bag the products bought by a customer appropriately
- Receive customers' orders and arrange for delivery
- Ensure that the shelves are properly stocked by replenishing shelves having low stock
- Remove and replace expired or damaged products
- Remove and remove the label of products whose prices have changed
- Inform the store manager of any accidental damage to products by a customer or staff
- Inform the store manager when the store room is running low on products
- Perform regular stock taking to know the amount of products in stock
- Record the total sales at the end of the day and remit the money to the store manager
- Establish trust relationship with customers
- Have a good knowledge of the store's products.

Retail Sales Worker Requirements – Skills, Knowledge, and Abilities

- A retail worker must be a people person. He/she must have the ability to associate with all manner of people that visit the store. In carrying out his/her duties, he/she is expected to remain friendly and polite. An attractive personality is also a plus
- Secondly, he/she must have great multitasking ability to be able to attend to several customers at once while answering their questions and attending to their other needs
- Basic literacy skills are usually required; and little experience on the job may be required. However, most stores allow for learning on the job
- Lastly, having good numerical and computer skills places one on a good standing to get employed as a retail worker and helps to make the work easy and simple.